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901130-001
Rev 00

TouchTunes
An OCTAVE GROUP Company

FRU Installation Guide
Replacing a Fusion Monitor

Purpose

This document explains how to replace a Fusion Music System monitor using the Fusion Monitor Field Replacement Unit (FRU) kit (P/N 600312-001).

Audience

- Fusion Music System operators and technicians
- TouchTunes Field Service and Customer Support
- TouchTunes Sales personnel

This document includes tasks of the following type:

☐	Software
☑	Hardware
☐	Electrical

Estimated Time

25 minutes

Required Personnel

1 technician, 1 assistant

Topics

- Required Tools and Equipment
- Important Safety Information
- Included in this Kit
- Installing the Replacement Monitor
- Contacting Technical Support

Required Tools and Equipment

- Cross-head screwdrivers, #2 and #1
- Anti-static wrist band
- 2 Hex keys 5/32
- Clean flat table on which to place the monitors (side by side)
- Cable ties, if needed

Important Safety Information

CAUTION: When performing this procedure or any other maintenance on the Fusion Music System, the unit must be powered off and its electrical power disconnected.

IMPORTANT: A properly-grounded anti-static wrist band should be worn at all times during the procedure presented in this document.

Included in this Kit

Ensure that you have received all required parts before proceeding with this installation.

Part	Quantity	Part Number (P/N)
ASY, FRU, MONITOR, FUSION	1	401731-001
FAS, SCR, X-CSNK, M3x8,NI	6	200001-308
FAS, SCR & BIND BARL, 10-24 THRD SIZE, 1/2"-5/8" MAT THCK (screw and barrel)	2	200285-004
FAS, WSHR, FLAT, M7X7MM	3	200296-001
HWR, SPCR, UNTHRD,1 /2OD, 3/16LG, OFF-WHITE, NYL	2	401656-001
FAS, SCR, X-PAN, M5X0.8MM THRD, 8MM L	2	200288-008
HWR, COMP SPR, 0.36" OD, 0.308" ID, ZN	2	401659-001
MAN, FRU, MONITOR, FUSION (this document)	1	901130-001

NOTE	For warranty returns, place the defective unit into the packaging/container from which you remove the replacement unit. You must obtain a valid Return Authorization (RA) number from TouchTunes before shipping a defective unit back.

Installing the Replacement Monitor

1. Unlock and open the Fusion Music System.
2. Press the **MNGR** button on the I/O Board to open the Operator interface main menu.
3. On the Fusion screen, press the **REBOOT** button.
4. When you hear the BIOS beep, power down Fusion by setting the rocker switch on the power strip to the off (O) position.

IMPORTANT: Never shut down or unplug Fusion without first performing a reboot and waiting for the BIOS beep. Doing so can cause damage to the hard drive and make it unusable.

5. Unplug the AC power cable from the wall socket.
6. Remove the custom enclosure (or barrel enclosure) installed upon the Fusion Music System:
   - Remove the three wing bolts located at the top interior of the Fusion Music System door. Set these aside for re-installation. Your kit does not contain replacements for this item.

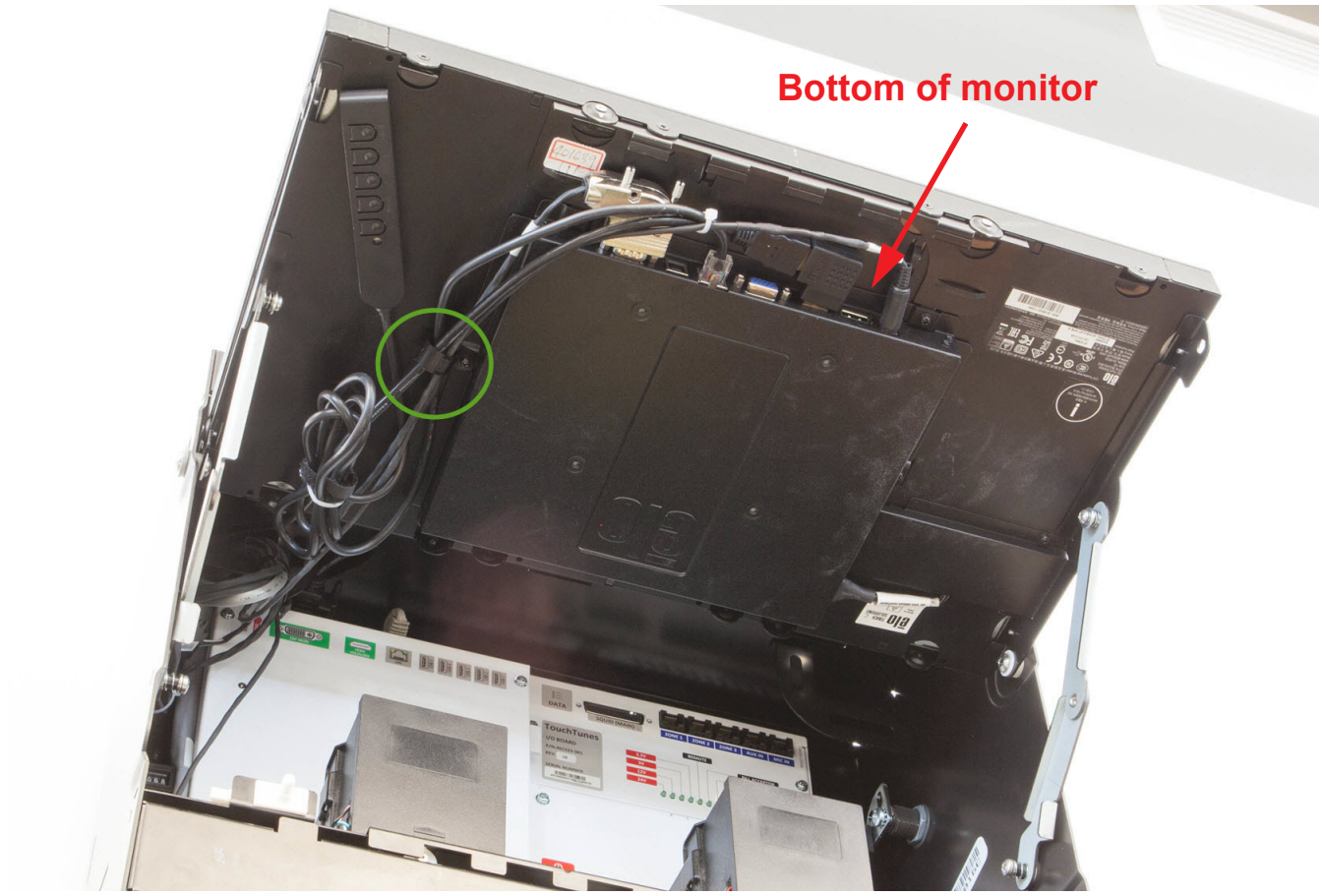
- Push down on the latch release (located between the two bill acceptors).

Pushing down on the latch release mechanism

- Remove the custom enclosure (or barrel enclosure) from the chassis and set it aside for re-installation later.

7. Make sure the Fusion door is locked.
8. Unlock the Fusion screen and remove the key from its lock.
9. Slide the screen up slightly from its bottom panel and then lift it out.
10. Make sure that the two hinges in the interior of Fusion pop into the locked position to ensure the screen is secured in the upright position.

11. Slide the monitor cables out of the black metal cable clamp (circled in green below). There is no need to remove the cable ties.



Location of black metal cable clamp

12. Remove the cable connections (HDMI, remote, serial, and power) from the bottom panel of the monitor and lay them to the side. Do not clip the cable tie otherwise the remote control could fall off when you perform the next step.

Monitor cable connections

As shown in the previous figure, a straight HDMI connector with a right angle adapter was previously used (shown below).

Right angle adapter

However, later models of Fusion have an HDMI cable with an integrated right angle connector (as shown below).

HDMI cable with an integrated right angle connector

13. Detach the magnetic remote from the monitor and lay it along side the cables.
14. Remove the two bottom screws (including the springs) that secure each hinge to the chassis and set them aside.

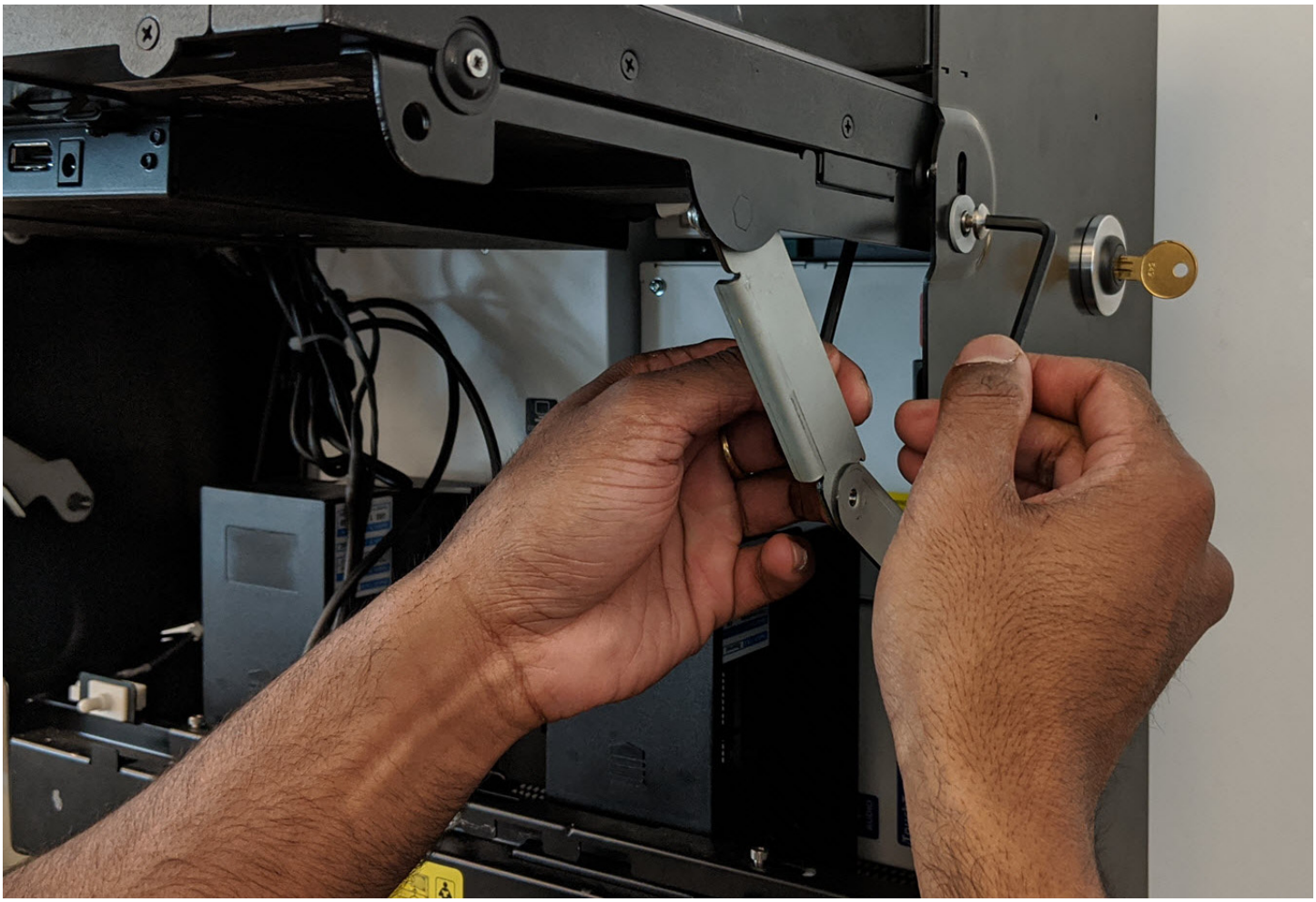
Removing the right side screw

IMPORTANT: TouchTunes recommends that you enlist the help of an assistant to perform the next two steps to ensure that the monitor is properly supported and does not fall once the final bolt securing the monitor is removed.

15. While an assistant supports the monitor, use 2 Hex keys to remove the first screw and barrel (including the spacer and washers) on one side of the enclosure.

Removing the left side screw and barrel (including spacer and washers)

16. While an assistant continues to support the monitor, use the 2 Hex keys to remove the second screw and barrel (including spacer and washers).



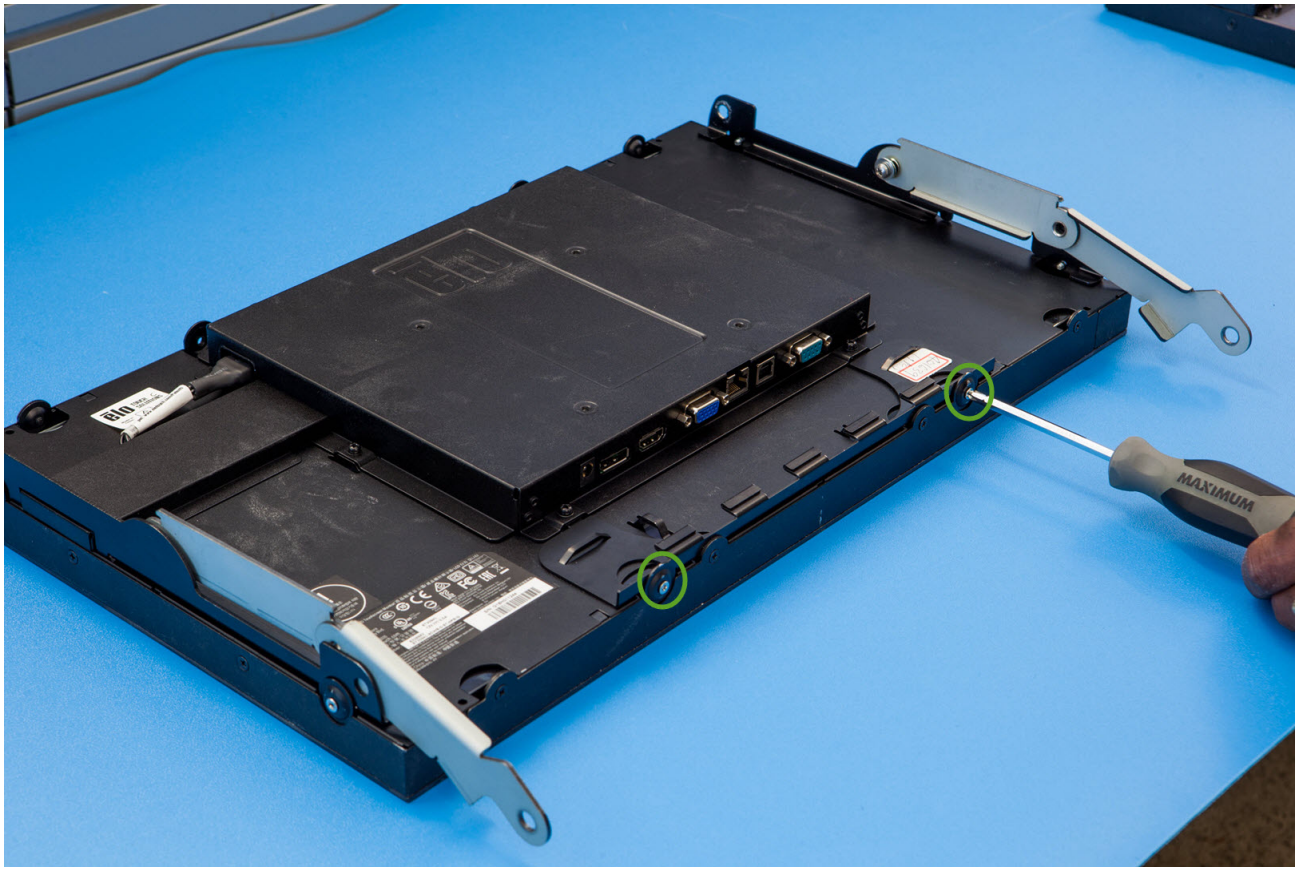
Removing second screw and barrel (including spacer and washers)

17. Slide the monitor out of the Fusion Music System and set it on a clean, flat table.

Removing the old monitor

18. Unpack the replacement monitor and place it on the table beside the old one and in the same orientation (this ensures that the components to be installed will be done in the same orientation).

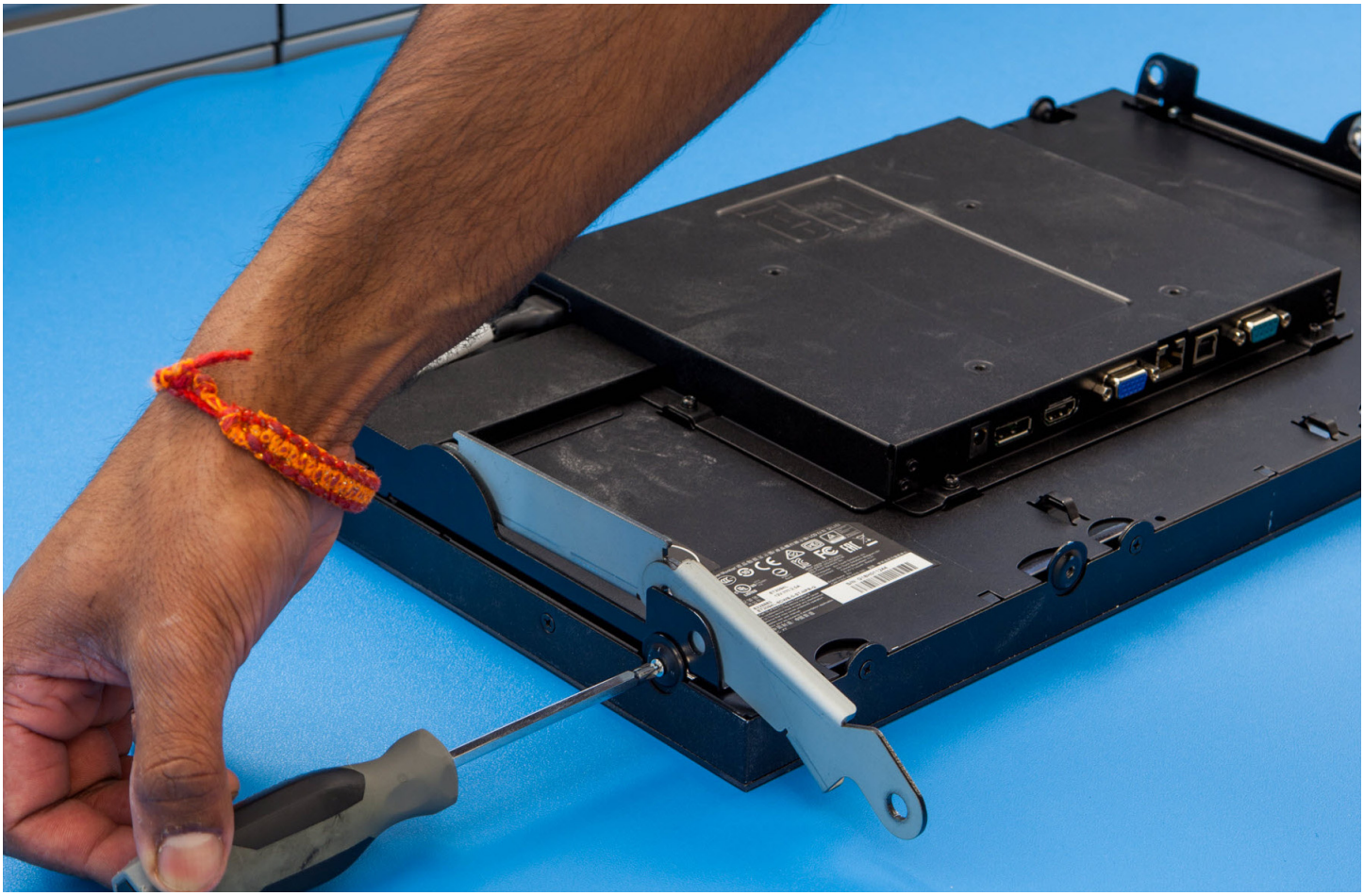
19. Remove the 2 screws that hold the lock bracket in place on the bottom of the monitor.



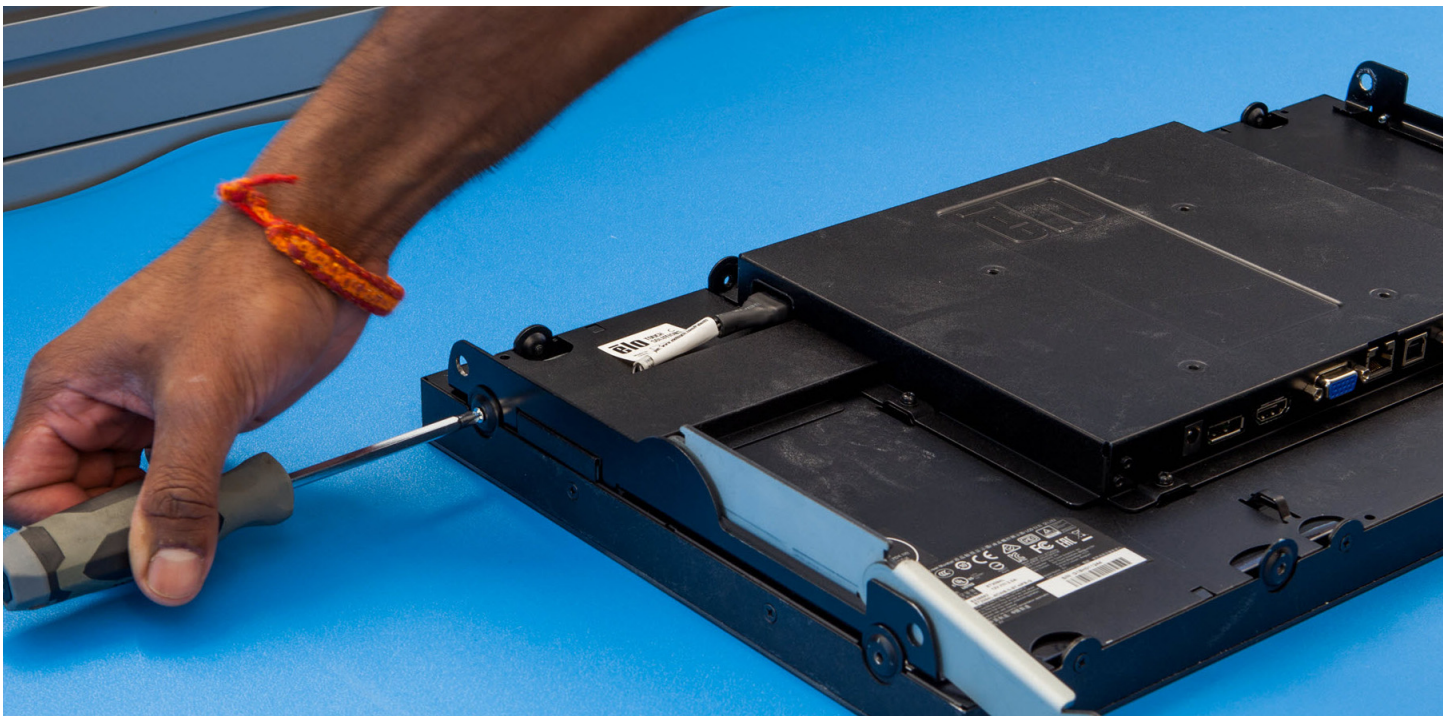
Removing bottom bracket

20. Transfer the lock bracket to the new monitor and fasten it using the screws removed in the previous step. If screws are lost or damaged, you can find replacements in your kit.

21. Remove the screws the hold the hinge brackets in place on the monitor (2 screws for each hinge bracket).



Removing bottom screw



Removing top screw

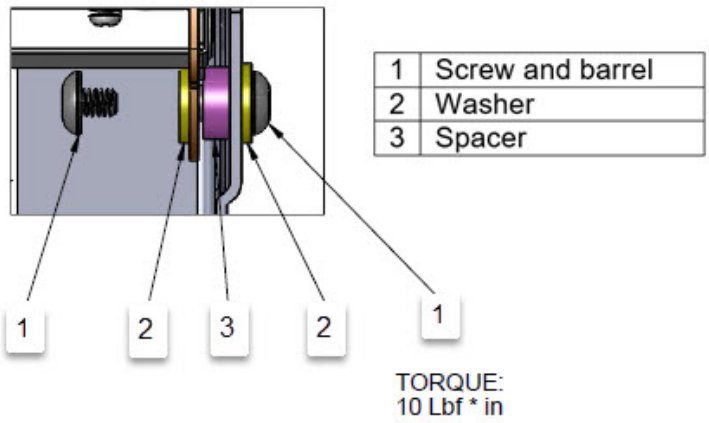
22. Transfer both hinges to the replacement monitor and fasten them to the monitor using the screws removed in the previous step. Torque 10 Lbf*in. Do **not** over torque. If the screws removed from the previous monitor are lost or damaged, you can find replacements in your kit.
23. Remove the metal cable clamp from the side of the defective monitor and fasten it to the replacement monitor.

Installing metal cable clamp

24. Transfer the assembled replacement monitor to Fusion Music System.

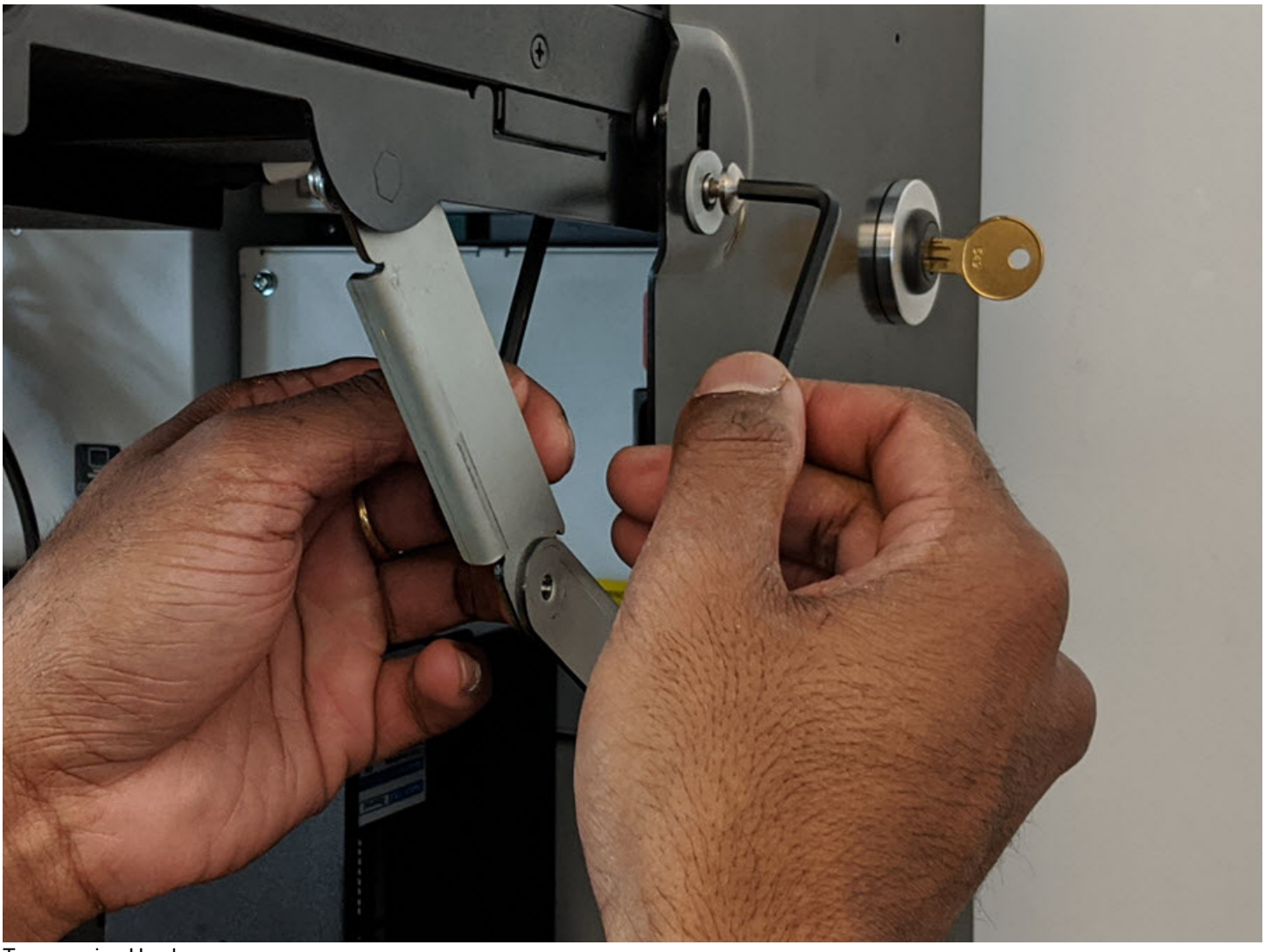
IMPORTANT: TouchTunes recommends that you enlist the help of an assistant to perform the next few steps to ensure that the monitor is properly supported and does not fall before the screws and bolts that support the monitor have been re-installed.

25. While an assistant supports the monitor, re-install the screw, barrel, spacer, and washers that connect the monitor to the chassis on either side. The following figure shows the correct positioning of the components. Note that the spacer must be placed between the chassis and the monitor bracket.



Re-installing the right-side screw, barrel, spacer, and washers

26. Use the Hex keys to Torque 10 Lbf*in.



Torque using Hex keys

27. While an assistant continues to support the monitor, re-install the screws (including springs and washers) that connect the hinges to the chassis (the left side install location is shown in the following figures).
    - Place a washer on the on the fixed bolt on the chassis.

Placing washer on the side bolt

    - Align the bottom hole on the hinge and place it on top of the washer.

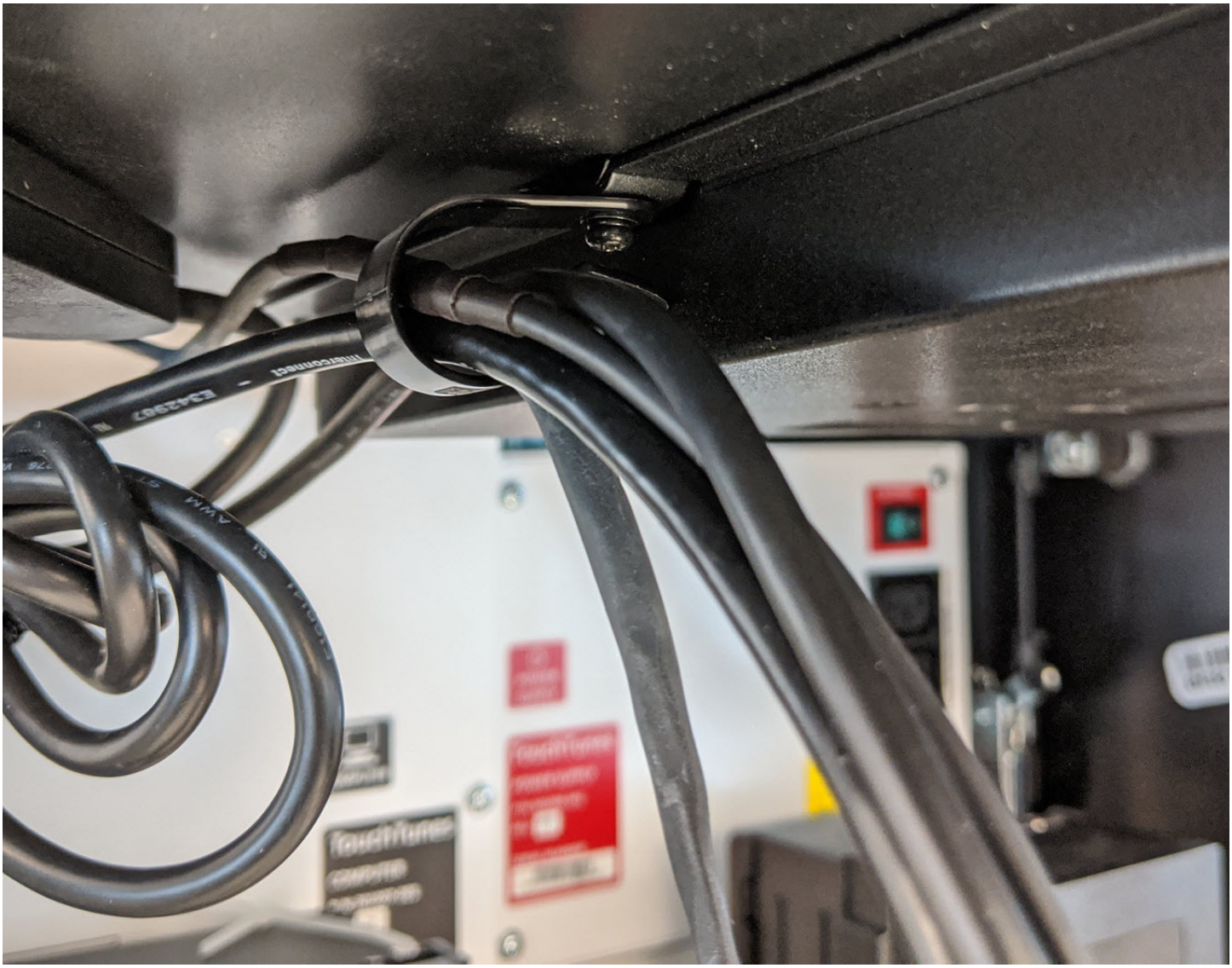
- Place the spring.

Placing left-side spring

- Hand-tighten the screw then Torque 10 Lbf*in.

Re-installing right-side hinge screw

28. Route the cables disconnected in step 12 through the black metal cable clamp.



Routing cables through the metal clamp

29. Reconnect the serial, remote, HDMI, and power cables to the bottom of the monitor (as shown in the following figure). Make sure that the cables remain flush with the bottom of the monitor to ensure they do not get pinched by the locking mechanism. Use a cable tie if needed.

Reconnected cables

30. Attach the magnetic remote to the back of the monitor.
31. Re-install the custom enclosure:
    - Place the enclosure over Fusion so that the screen passes through the opening at the center of the enclosure.
    - Align the struts on the enclosure with the metal plates located on top of the Fusion chassis as you slide the enclosure into place.
    - Make sure that the striker bracket located at the bottom interior of the enclosure connects with the rotary latch on the front of the Fusion Music System. The bill acceptor slots must align with the slots (openings) on the enclosure.
    - Locate the three wing bolts removed in step 6.
    - Secure the enclosure to the Fusion chassis by hand-tightening the three wing bolts to the top interior of the Fusion Music System. The location of the for the wing bolts corresponds to the location of the metal brackets on top of the Fusion Music System chassis.
32. Close the Fusion screen and lock it.
33. Plug the AC power cord back in.
34. Power on Fusion and ensure it boots to the customer interface.

You have completed replacement of the Fusion monitor.

Contacting Technical Support

If you need assistance or have questions, call the TouchTunes Tech Line at 888-338-5853.

To help us assist you more effectively with problem reports, the following information may be required when contacting TouchTunes support:

- Fusion Music System model and ID
- Operator ID
- Serial number of the component you believe to be defective
- Date/time of the problem
- Actions performed immediately before the problem occurred
- Any additional comments relevant to the problem

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